

## Kishore, Gollamudi

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**From:** Kisliuk, Bruce  
**Sent:** Friday, January 28, 2005 9:13 AM  
**To:** TC1600  
**Subject:** FW: Customer Service Window in Alexandria Campus

FYI

-----Original Message-----

**From:**  
**Sent:** Friday, January 28, 2005 9:02 AM  
**To:** Patent Directors  
**Cc:**  
**Subject:** Customer Service Window in Alexandria Campus

Please forward this to your staff so that they may properly direct people to the proper location for dropping off papers. If there are any questions, please contact Sally Middleton or Dorothy Weathers. Thank you.

The Customer Service Window in Crystal Plaza 2 closed at midnight on January 13, 2005 and reopened at 8:30 a.m. on January 14, 2005 at the USPTO Alexandria campus. The location for the new Customer Service Window is on the first floor of the south side of the Randolph Building, with street level access from Ballenger Avenue. The specific hand carry or delivery address is:

Customer Service Window  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

A satellite drop location was established in the lobby of the South Tower building in Crystal City (2900 Crystal Drive, Arlington, Virginia), effective January 14, 2005. This location is not staffed but is monitored by the building guard. Applications and application-related papers may be left at this location during the hours of 8:30 a.m. and 7:00 p.m., Monday through Friday, except holidays and if the USPTO is closed for inclement weather or an emergency. No postcard receipts will be stamped at time of drop off, nor will the guard answer any processing questions.

The OG notice for this move is located at <http://www.uspto.gov/web/offices/pac/dapp/opla/preognotice/custwindowmove.pdf>. As a reminder, all official correspondence for the Technology Centers should be taken to the customer service window and should not be accepted within the Technology Center. This will permit the applicants to receive a receipt for the documents they drop off at the PTO.